

UKRAINE: QUARTERLY OPERATIONAL UPDATE

SEPTEMBER 2024

Olga arrived to a collective site for internally displaced people in Rivnenska oblast in west Ukraine in August 2024, having evacuated from the small town of Novohrodivka in Donetsk oblast, east Ukraine. She travelled with her 12-year-old daughter and their pets on an evacuation train. © UNHCR/Marta Kocherha

OPERATIONAL CONTEXT

Large-scale Russian attacks impacting civilians intensified across Ukraine during the months of July, August and September, which saw some of the largest and most deadly missile attacks since the start of the full-scale invasion. The UN Human Rights Monitoring Mission in Ukraine [reported](#) that at least 208 civilians were killed and 1,220 injured in Ukraine in September, making it the month with the highest number of civilian casualties (killed and injured) in 2024, continuing a trend of higher civilian casualties that started in July.

As hostilities intensified in frontline areas in north and east of Ukraine, authorities announced mandatory evacuations from areas in Donetsk, Sumska and Kharkivska oblasts. Ukrainian authorities estimate that over 120,000 people have been forced to leave their homes in Donetsk oblast alone since 1 August 2024 due to the worsened security situation. Meanwhile, humanitarian response efforts face growing challenges, including safety risks posed by attacks targeting humanitarian workers.

UNHCR is providing immediate protection and emergency assistance to people living in frontline and war-impacted areas while supporting durable solutions for displaced people, and returnees. At the same time, UNHCR also works closely with UN agencies, under the leadership of the Humanitarian Coordinator, to support the Government's ambitious and far-reaching recovery and reconstruction effort.

RESPONSE FIGURES AT A GLANCE

4.32 million

people reached with UNHCR assistance in 2022 (24 February – 31 December 2022)

2.63 million

people reached with UNHCR assistance in 2023

14.6 million

people in need of humanitarian assistance and protection in 2024 (source: [HNRP](#))

8.5 million

people targeted for humanitarian assistance in the 2024 [Humanitarian Needs and Response Plan](#)

2.7 million

displaced and war-affected people UNHCR aims to reach with different forms of assistance and services in 2024***

*** People may receive multiple forms of assistance and services

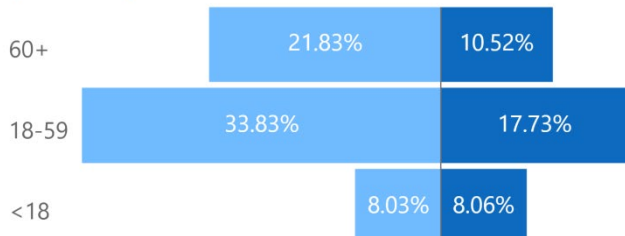
UNHCR SERVICES AND ASSISTANCE - AGE, GENDER & DIVERSITY BREAKDOWN

 **65% Female**
35% Male

 **73,619 services** to people with disabilities

 **387,109 services** to older people

● Female ● Male



* The targets are subject to the receipt of funding requirements

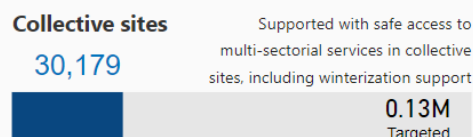
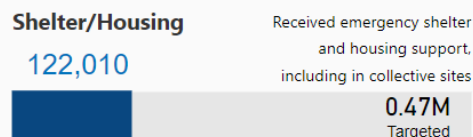
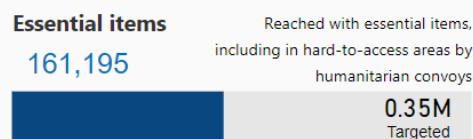
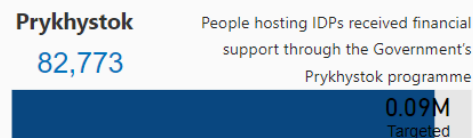
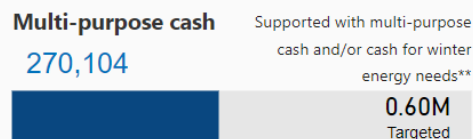
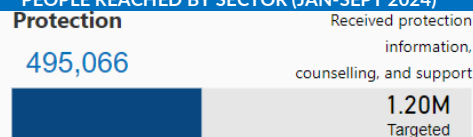
** Figures may be adjusted as they are subject to reconciliation and verification

All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

1,161,327

Multi-sectoral services delivered to people in need in 2024

PEOPLE REACHED BY SECTOR (JAN-SEPT 2024)*



OPERATIONAL HIGHLIGHTS: Q3

- The UN High Commissioner for Refugees Filippo Grandi [visited Ukraine](#) from 16-19 July 2024 for the fifth time since February 2022, to express strong solidarity with the people of Ukraine as they face another difficult winter and to reaffirm UNHCR's unwavering support for the protection of all people affected by the war. On 16 July, he [met with the President of Ukraine Volodymyr Zelenskyy](#). "We appreciate [the] announcement of a new UNHCR assistance package worth \$100 million to prepare Ukraine for the winter. Considering the constant shelling of energy facilities, this is very important assistance," the President said.



- **UNHCR and the Ombudsman of Ukraine strengthen cooperation:** UNHCR Representative Karolina Lindholm Billing and Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets [signed a Memorandum of Understanding](#) on 19 August to reinforce collaboration in protecting the rights of war-affected and IDPs, returnees, refugees and stateless people in Ukraine. The Memorandum solidifies a longstanding partnership focused on safeguarding the rights and dignity of all people living in Ukraine and supporting the ability of those affected by the Russian full-scale invasion to find long-term solutions to their situation.
- **UNHCR partners with Olena Zelenska Foundation:** On 29 August, the UNHCR Representative met with the First Lady of Ukraine, Olena Zelenska, to formalize a new partnership aimed at providing crucial humanitarian support to displaced children and large foster families across Ukraine. A Memorandum of Understanding was signed underscoring a commitment to work together to provide humanitarian assistance aid and improve access to social and protection services. Read more [here](#)



- **IDP Council Forum:** The [second Forum of IDP Councils](#) was convened in Kyiv on 26-27 August by our NGO partner SSS, UNHCR, and IREX under the auspices of the Ministry of Reintegration of the Temporarily Occupied Territories. Representatives of IDP councils, state authorities, UN agencies and the donor community gathered to discuss topics of importance for displaced populations in their engagement and work with authorities. Read more about IDP Councils [here](#).



- **Response to evacuations from Donetsk and Sumsk oblasts:** As part of the inter-agency response, and in support of Government efforts, UNHCR and partners are supporting transit centres for evacuees through refurbishment, coordination, management, and the provision of multisectoral assistance and protection services. As of end-September, UNHCR and NGO partner Right to Protection (R2P), in coordination with the Cash Working Group, enrolled some 500 evacuees from Donetsk oblast for emergency cash assistance. UNHCR partners also continue to [meet and assist](#) people arriving to western and central regions of Ukraine through Government-organized train evacuations.
- **Emergency response:** A large-scale coordinated attack launched by Russian armed forces across Ukraine on 8 July killed at least 43 civilians according to [OHCHR](#), including five children, and injured almost 150 people across multiple cities and regions including Kyiv, Dnipro, and Kryvyi Rih (Dnipropetrovska oblast). UNHCR and local NGO partners continue to respond to the needs of people affected by missile and other aerial attacks across the country by providing psychosocial support, emergency cash assistance, essential items, and emergency shelter repair materials. So far in 2024, over 108,570 people have received emergency shelter kits (ESKs) to facilitate quick repairs to damaged homes. Additionally, over 700 civilian infrastructure facilities such as hospitals, schools and administrative buildings around Ukraine were supported with ESKs.
- **Winter response planning:** To mitigate the risks of further displacement and enable people to stay safe and warm in their homes, UNHCR launched a [multi-faceted winter response plan, updated in September 2024](#). As part of the [inter-agency response](#), and pending receipt of sufficient funds, UNHCR aims to provide cash assistance to 550,000 highly vulnerable people to help them cope with the additional costs and hardships of winter. UNHCR also plans to support alternative energy generation capacity, through the provisions of generators and power stations, and plans to support approximately 41,400 people with better insulated homes and living spaces, as well as some 33,600 people with essential winter items including blankets.

 **IN FOCUS THIS QUARTER**

UKRAINE'S FORMER MINISTER FOR REINTEGRATION OF TEMPORARILY OCCUPIED TERRITORIES, IRYNA VERESHCHUK, REFLECTS ON HER TIME IN OFFICE



During her tenure as Vice Prime Minister and Minister of Reintegration of the Temporarily Occupied Territories, Iryna Vereshchuk has been one of the foremost advocates for government-led humanitarian action and support for durable solutions—and a steadfast partner of UNHCR in this common effort. We asked the recently-appointed Deputy Head of the Office of the President to reflect on achievements over the past two and a half years, and her take on future challenges.

Looking back over your tenure as Vice-Prime Minister, where has your Ministry had the greatest impact?

The ministry has, in my view, played a crucial role in sustaining the resilience and courage of the Ukrainian people—particularly in frontline communities. This has been a collective effort—with oblast, hromada, and raion authorities, local departments of line ministries—such as the Ministry for Social Policy, and our humanitarian partners. Several initiatives, such as the Ministry's [Prykhystok programme](#), have helped expand options for safe hosting arrangements have reinforced the sense of common purpose across communities in Ukraine—and that their government is committed and able to provide practical means of support.

How do you see the role of IDPs in the early recovery efforts?

IDPs have to be at the centre of all efforts to help them recover from the trauma of being suddenly uprooted from homes and communities, and also to rebuild their lives until they feel confident to return home. Their priorities must be at the centre of how we accomplish this—and the support of UNHCR in leveraging their community-based protection expertise is crucial. There are currently more than 1,000 IDP Councils across Ukraine, supported by the Ministry, to ensure their voices are an integral part of decision-making at local and national level. With the support of SSS, IREX, and UNHCR, the Ministry recently hosted the second National IDP Councils Forum, which brought together over 340 participants, including 150 representatives of local IDP Councils, demonstrating their growing role and reach in Ukraine. The councils are just one of the ways we can together harness the commitment and resilience of people impacted by an unjust war to participate in local recovery efforts.

What keeps you awake at night as Ukraine faces a potentially difficult winter ahead?

We are all concerned about the continuing attacks by the enemy on Ukraine's energy infrastructure—and the hardships millions of people could face this winter. But this has only strengthened our resolve. And we know we can continue to count on the support of the international community to help mobilize repairs and adaptations to our energy production capacities, and specifically to our humanitarian partners to mitigate the impacts of a harsh winter on Ukraine's most vulnerable people. We were gratified by High Commissioner Grandi's early pledge of \$100 million in support of UNHCR's winter activities, with the Ministry of Reintegration [working in close partnership](#) with UNHCR and local authorities in frontline communities to identify and enrol some 57,000 households for winter cash assistance. People do not want to be displaced—and our collective efforts and early assistance to help them will, I hope, keep them safe and warm in their homes this winter.

CLUSTER RESPONSE

UNHCR's humanitarian response is based on the needs and priorities set out in the [2024 Ukraine Humanitarian Needs and Response Plan](#) (HNRP) and in the [2022-2024 UN Transitional Framework](#). In addition to leading the **Protection, Shelter and Non-Food Item (NFI)**, and **Camp Coordination Camp Management (CCCM) Clusters**, UNHCR is on the Steering Committee of the **Community Planning for Durable Solutions and Recovery** and its **Working Group**.

PROTECTION CLUSTER

The Protection Cluster and its Areas of Responsibility (AoRs) consist of 151 reporting partners. The Protection Cluster operates through five coordination hubs and is targeting 3 million people in need of specialized protection responses in 2024.

- **Achievements:** In June-August, 143 Protection Cluster partners reached 1 million people with protection services, specifically transportation support (including assistance in evacuations), psychosocial support, legal assistance, and protection counselling. For more detailed information, see the Cluster's 2024 Achievements dashboard [here](#).
- Following a mission by the **Health and Protection Clusters** to Kharkiv in July, and in line with the global [Health and Protection Joint Operational Framework](#), the Health and Protection Clusters hosted an inter-cluster workshop to address the identified challenges and foster stronger collaboration in the areas of rehabilitation and services for people with disabilities, mental health and psychosocial support, disability inclusion and protection mainstreaming in the health sector, as well as inter-sectoral referrals.
- On 2 August, the **Food Security and Livelihoods Cluster and Protection Cluster** organized a [Joint Partner Meeting on Strengthening Livelihoods for Protection Outcomes](#), with the participation of over 200 colleagues from 70 national and international organizations. Partners recommended further inclusion of livelihoods activities into the [Protection Cluster Service Advisor](#), strengthened referrals to livelihoods programmes of IDPs affected by the cuts in payments of IDP allowances, and further development of tailored livelihood programmes for people with specific needs.
- The Protection Cluster Strategic Advisory Group endorsed the establishment of the **LGBTIQ+ Communities Technical Working Group**. It will work to address gaps in services, promote collaboration among stakeholders, and advocate for policy changes that safeguard the rights and well-being of LGBTIQ+ communities, with the overall objective of contributing to a more equitable and effective response.
- The recent [Protection Analysis Update 2024](#) is a key document leveraging collective protection advocacy efforts to address protection risks requiring immediate attention, and provides recommendations to Government and authorities, donors, and cluster partners.

SHELTER/NFI CLUSTER

The Shelter and NFI (SNFI) Cluster coordinates 150 active partners across four coordination hubs, targeting 3.9 million people in 2024 with NFI kits, emergency shelter and housing repairs.

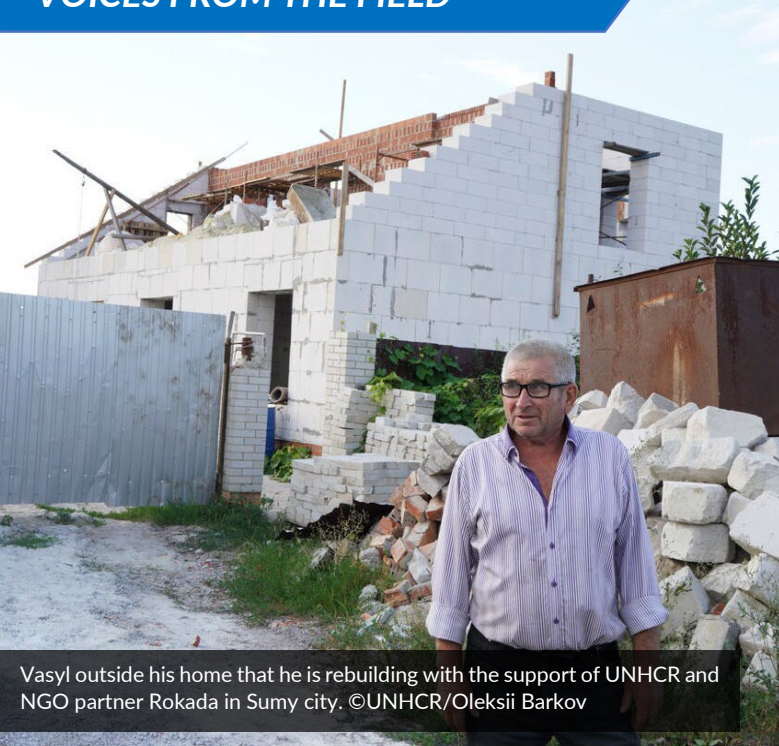
- **Winterization response:** Aligning with SNFI Cluster [Lessons Learned for Winterization 2023-24](#), the Cluster developed its Ukraine Winter Response Plan and updated its [winterization recommendations](#) for 2024-25. The SNFI Winter Response Plan targets 1.7 million people with winter support with a funding request of \$371 million. The Cluster also facilitated strategic and technical review for the [Ukraine Humanitarian Fund \(UHF\) 2024 Winter Response Reserve Allocation](#), culminating in \$64 million of a total \$67 million being allocated for SNFI Cluster partner winter activities.
- **Mid-Year report:** SNFI Cluster released its [2024 mid-year report](#), highlighting lessons learned and achievements so far in 2024, with 1 million unique beneficiaries reached by 135 partner agencies between January-June 2024. The report will play a crucial role in shaping the Shelter Cluster's activities for 2025 and informing upcoming changes.
- The SNFI Cluster participated in a high-level stakeholder meeting on **handling asbestos-containing materials during debris removal**, informing on challenges that partners are facing and updating the Cluster's [Asbestos Resources](#) webpage.
- The Cluster hosted its **annual partner retreat** in Kyiv with 60 participants including from the Government of Ukraine, and national and international NGOs. The retreat focused on 2025 activities, emergency response, multi-year planning, capacity building, Accountability to Affected Populations (AAP), and winterization.
- The SNFI Cluster launched a **Technical Working Group on 'Repair of Common Spaces'** and developed a guide on humanitarian repairs under the Ukrainian Government's eVindovlennya scheme.

CCCM CLUSTER

The CCCM Cluster coordinates 17 UN and NGO partners across four coordination hubs, with the aim of supporting 157,000 people in collective sites in 2024.

- **Support to evacuations:** Due to worsening security situation in Donetsk, Kharkivska, and Sumska oblasts, evacuation flows within and beyond these regions significantly increased, with over 2,500 vulnerable individuals arriving at collective sites in central and western areas between 1 June and October 2024. The CCCM Cluster, in coordination with partners, supported authorities in establishing and managing transit centres in evacuation zones and responded in receiving collective sites while mobilizing additional multi-sectoral support in receiving oblasts. Evacuee profiles are often highly vulnerable – for example people with disabilities and older people – and there is a critical need to support them on arrival to collective sites, including with essential items such as bedding, furniture, hygiene items and food. The Cluster also developed a contextualized Preparedness and Response Guidance and Standard Operating Procedures for western and central oblasts receiving evacuees, to enhance coordination in this aspect of the response.
- **Winterization response:** To prepare collective sites for anticipated harsh winter, the CCCM Cluster developed a winter response that was included in the [2024-2025 Inter Cluster Winter Response Plan](#) with a funding request of \$3.9 million. Cluster partners aim to assist 27,000 people in 398 collective sites through minor site repairs and distributions of heating appliances and fuel. The CCCM Cluster was also included in the UHF Winter Allocation, securing funding to cover at least one winter need for over 7,000 people in 86 sites. In addition, given the anticipated power outages during winter, the Cluster consolidated a comprehensive list and tracking table of generator needs in collective sites, in consultation with partners and authorities, where backup power for heating and other needs will be critical.

VOICES FROM THE FIELD



Vasyl, 70, is from Sumy city, which is only 30 km from the border with the Russian Federation. His house was reduced to rubble in a Russian attack in September 2023 that also claimed the life of his beloved wife. The family was hiding in the basement where the missile stuck. After the attack, Vasyl returned to his destroyed home every day to clear the rubble and managed to recover some of his documents and personal belongings. UNHCR and NGO partner Rokada have provided him with construction materials to build the walls, roofing and windows, enabling Vasyl to rebuild his house. There is a lot of work to be done, but he is planning to finish at least one room before the harsh winter months, allowing him to move back in.

“My house was the only one in the whole area that got completely destroyed in that attack. I keep looking at the photos, how we lived here peacefully, me and my wife. And I’m very thankful to all my friends and neighbours who didn’t leave me alone and are helping me to rebuild my home in honour of my wife.”

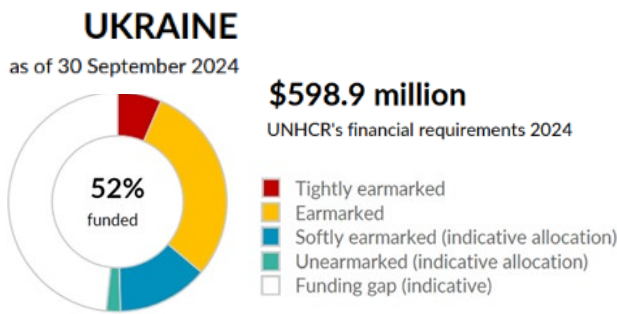
Together with partners, UNHCR supports families to repair their damaged homes, either via contractors or by providing construction materials for people to rebuild on their own. As of August 2024, UNHCR has helped repair over 32,000 war-damaged homes across Ukraine, allowing people to remain in or return to their homes.

Vasyl outside his home that he is rebuilding with the support of UNHCR and NGO partner Rokada in Sumy city. ©UNHCR/Oleksii Barkov

WORKING WITH PARTNERS



FINANCIAL UPDATE 2024



UNHCR is grateful for the critical support provided by donors who have contributed to this emergency as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.

FOR MORE INFORMATION:

- Visit Ukraine’s Operational Data Portal for more information products [here](#).
- UNHCR’s Regional Flash Update on the Ukraine situation can be found [here](#).
- Ukraine Protection Cluster Response Dashboard can be found [here](#).
- CCCM Cluster Collective Sites Mapping [here](#)
- Shelter Cluster Response Dashboard [here](#).

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